



WAAMH

Western Australian Association
for Mental Health

POSITION DESCRIPTION

Position	Communications and Events Officer
Contract	Fixed Term Contract
Hours	Full Time 1FTE (38 hours per week)
Location	Workzone, Level 1, 1 Nash Street, Perth, 6000
Reports to	Public Relations and Communications Manager
Approved	Chief Executive Officer
Date/Signed	August 2021

Job Purpose

This position will provide timely and accurate communications, event and administration support to WAAMH's mental health promotions, public relations and communications functions.

The position is responsible for ensuring that clear communication and administrative processes are maintained such that negotiation, planning, logistics and review of events and external communications are undertaken professionally and effectively. It will also operate in support of and contribute to WAAMH's mental health promotion role encouraging positive community attitudes to mental health and recovery.

Key Responsibilities

The Communications and Events Officer works under the direction of the Public Relations and Communications Manager and in consultation with the Marketing and Events Manager, as part of a cooperative team environment to deliver the following:

1. Communications support:

- Support the public relations, communications and social media strategy in accordance with the communications and social media policy to meet WAAMH's strategic priorities.
- Provide accurate and timely proof-reading and editing support for team members' external communications.
- Contribute to marketing and communication activities to increase engagement and visibility, such as e- newsletters, events promotion, social media and website content and printed promotional materials.
- Operate the WAAMH website CMS and other communication software tools.
- Arranging the development, printing (or publishing), collation and distribution of resources and marketing collateral.
- Respond to phone, email, website and face-to-face enquiries from members, sponsors, partners and the public regarding the events program or other communications-related matters.
- Represent and promote WAAMH at events in a professional manner.
- Develop effective working relationships with broad range of suppliers, speakers, participants and hosts for events that are part of the program.



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2. Event support:

- Support the Marketing & Events Manager with event planning and execution duties as required including WA Mental Health Week, WA Mental Health Conference, WA Mental Health Awards.
- Support and liaise with WAAMH event volunteers.
- Support speakers and guests at events ensuring delivery of the planned program.
- Maintain relationships and support with the scholarship and subsidy recipients for our major events.
- Organise meetings, workshops or events and provide support as required for other teams.

3. Administration Support

- Provide administrative support to the mental health promotion and marketing team.
- Process and disseminate grants, subsidy and scholarship applications, event ticket allocations, track registrations, organise travel and accommodation requirements for regional participants.
- Provide basic book-keeping support; including purchase orders and invoicing – training will be provided.
- Other administrative support as required.

4. General

- Participate in organisation wide activities including team meetings and events.
- Actively engage in professional and cultural development opportunities.
- Maintain and promote effective working relationships and a high standard of service on behalf of WAAMH.
- Be willing to learn new technical skills and programs and be a positive and productive team player.
- Ad-hoc duties as required by the Public Relations and Communications Manager.

WAAMH Values

- **Respect** - Understanding mental health challenges are a normal part of the human condition, having compassion, valuing the dignity, unique qualities, knowledge and experience of each person.
- **Self-determination** - Upholding the dignity of choice, self-direction, hope for the future and control over our life and destiny.
- **Inclusion** - Fostering engagement, collaboration, and partnership; encouraging diversity and listening.
- **Integrity** - Acting with authenticity and curiosity; being prepared to question and critique, critically consider evidence; pursue excellence.
- **Courage** - Being persistent, tenacious, and steadfast in pursuing WAAMH's vision and values while acting with humility.



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Selection Criteria

Essential

- Tertiary qualifications in a related discipline; Communications, Public Relations, Journalism or Marketing.
- Demonstrated experience in a communications, public relations, marketing, and / or event coordination role.
- Excellent verbal, written and interpersonal communication skills.
- Experience in creating interesting and engaging content with adaptative writing style for a range of diverse audiences.
- Outstanding customer service and ability to engage with a wide range of stakeholders, with demonstrated empathy, understanding, and people skills.
- Ability to work autonomously, using own initiative as well as work effectively as part of a small, dynamic team.
- Demonstrated experience with using CRM software, website CMS, social media platforms, Microsoft Office and Electronic Digital Marketing platforms.
- Highly effective organisational skills with an ability to multi-task and meet deadlines often in a fast paced, time-critical environment.
- Possession of a current National Police Certificate.

Desirable

- Basic knowledge and / or skills in Adobe Reader, Creative Suite and Canva, Arlo, and SharePoint software or similar document management software.
- Basic experience in video editing, animation, and / or graphic design would be highly desirable
- Lived experience of mental health challenges as a consumer, carer or family member or previous experience in the mental health sector.
- Promote and adhere to WAAMH's mission and values

Acceptance of Position Description

Signature of Staff Member

Date

Name of Staff Member